

Job Title: Dispatcher
Location: Vicksburg Video, Inc., Vicksburg, MS
Department: Technical
Reports To: Plant Manager

SUMMARY:

Under general supervision reporting to the Plant Manager, this position communicates clearly with field staff personnel and assigns as directed, work orders and house calls, checks in orders, assures that all work assigned is completed and accounted for, dispatches new assignments, notifies management of outages, and assigns as directed field staff to effect repairs, documents outages in computer, prepares work orders, trouble calls and tags for issue to field staff. Looks up accounts, relays messages between field and office staff. Contacts customer by phone to verify appointments, and advise of changes in scheduling.

ESSENTIAL FUNCTIONS OF JOB:

Communicates clearly with field staff via two-way radio, pager and by telephone as required.

Responsible to utilize proper time management to maximize the number of completed orders, and house calls are achieved each day.

Monitors dispatch system screens to assure that all priority calls and outages are assigned and then are completed in a timely manner. Responsible to notify department supervisor any time there is a backlog of incomplete work in the dispatch queue. Responsible for notifying immediate supervisor anytime an outage occurs and assuring that appropriate technical resources are assigned to affect the repair.

Responsible for daily input using computer keyboard of all work orders assigned, taken during the business day as well as proper receiving of money bags issued and documentation as required.

Responsible for communication between Cablelynx tech support and company regarding status of open tickets.

Responsible for the daily review of system work orders, including disconnects for non-payment and trouble calls to assure all orders are accounted for and are properly input into the computer system, including drop replacement dates and other necessary house maintenance data as required.

Responsible for the creation, printing, routing, and tag assignment of all work orders.

Responsible for placing a call-first to advise the customer we are coming, and to assist the field employee in the recovery of system equipment shown to be on the customers account. Also responsible for making sure we place a courtesy call when the technician is not able to make a specified appointment time.

Responsible to maintain a professional impression of the Company and self during each two-way radio transmission.

Responsible for pulling monthly and quarterly outage reports and other technical department reports as assigned.

Answer phones and route calls to proper areas as needed. Must possess the ability to understand and explain customer billing, and have a working knowledge of company's products and monthly and special offers and present those to new and existing customers.

Willing to accept new responsibilities or duties as necessary.

EQUIPMENT USED:

Regularly: Computer keyboard and display terminal, computer printer, office copier and multi-line telephone.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EXPERIENCE:

The preferred candidate will have at least one year experience using a computer system, in a position, preferably in the cable television industry having previous dispatch, or customer service experience, be bi-lingual (English and Spanish), and be able to speak clearly over a two-way radio system.

EDUCATION:

High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience. Basic ability to read and write. Typing and 10 key calculator skills are a plus.

REQUIRED ABILITIES TO PERFORM ESSENTIAL JOB FUNCTIONS:

Ability to understand customer account information.
Ability to perform tasks in a busy environment.
Ability to maintain composure under all circumstances.
Willingness to work overtime if necessary.
Willingness to work evening or weekend shifts if assigned.

LANGUAGE SKILLS:

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization. The preferred candidate will be bi-lingual in English and Spanish.

MATHEMATICAL SKILLS:

Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume, and distance.

REASONING ABILITY:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand; use hands to finger, handle, or feel; and talk or hear. The employee frequently is required to sit and reach with hands and arms. The employee is occasionally required to walk. The employee must regularly lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, and color vision.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Routine Office Environment:

Two way radio contact with other employees, and telephone contact with customers.

The noise level in the work environment is usually moderate.

Material Safety Data Sheets are available for items used in job.

OTHER:

Successful candidate must pass random drug screenings throughout employment.

Note: THESE LISTS OF ESSENTIAL FUNCTIONS AND REQUIREMENTS FOR THIS POSITION ARE NOT EXHAUSTIVE AND MAY BE SUPPLEMENTED AS NECESSARY.

Please Send Resume To:

**Vicksburg Video, Inc.
Attn: General Manager
P. O. Box 1276
Vicksburg, MS 39180**

Or Fax To (601) 636-3797

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